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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



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November 16, 2012

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **REQUEST TO AMEND AN INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER TO ASSIST THE DEPARTMENT OF HEALTH SERVICES (DHS) WITH VIRTUALIZATION EFFORTS**

This is to advise the Board of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order No. 05-2279 with Software Information Systems LLC (SIS) to extend the Period of Performance for 12 months, increase the total Maximum Amount of the Work Order by \$225,504 from \$476,064 to \$701,568 and update the tasks in the scope of work. The objective of this amendment is to allow SIS to continue to assist DHS with new and existing virtualization efforts and strategies.

I previously advised the Board on October 17, 2011 of my intent to amend this Work Order to extend the term by 12 months and increase the Maximum Amount by \$225,504 for a revised Total Maximum Amount of \$476,064. I also indicated that no additional extensions or monies would be added to this Work Order. However, DHS continues to lack the resources and manpower to implement, maintain, and evaluate the virtualization infrastructure and therefore has a continuing need for the services provided under the subject Work Order. Currently, I am working with the Chief Information Office (CIO) and Chief Executive Office (CEO) to add appropriate Information Technology positions in the DHS FY 2013-14 Budget. Until County staff with the requisite skills and experience levels are hired, maintaining the essential expertise through consulting services provides the best option to support DHS' virtualization needs.

BACKGROUND

In an effort to improve the level of patient care, increase efficiency, and reduce costs, DHS is consolidating Information Technology (IT) services within the department. As part of this process, DHS is consolidating all existing Novell directory services and Active

Directories to a single directory structure located at ISD and is also centralizing many key applications to run from the DHS centralized interim data center. Both of these key projects touched and changed our existing server virtualization efforts and strategies and as a result the scope of work in the Work Order needs to be updated to include the following:

1. The build of a new, robust centralized virtualization infrastructure platform capable to deploy a department-wide Electronic Health Records System.
2. Continue to develop procedures for the installation, monitoring, and management of virtual machines (servers and virtual desktops).
3. Provide assistance in analysis, design, and planning necessary to develop a process to identify servers and workstations that can be virtualized.
4. Provide required written documentation associated with the development, editing, testing, maintaining, and implementing of the original or previously installed virtualization infrastructure.
5. Provide the design and architecture for future virtualization implementations.
6. Assist with moving physical servers from all DHS Data Centers into the centralized virtualization infrastructure located in the DHS interim Data Center.
7. Migrate all virtual servers and workstations to ISD's Active Directory.
8. Configure the Active Directory, Microsoft Exchange, data centers, and virtual machines for connectivity between servers. The Active Directory is now required to implement and operate the new server and desktop virtualization infrastructure.

JUSTIFICATION

Maintaining an up to date DHS IT infrastructure is critical to the Department. DHS continues to lack the resources, man power, body of knowledge, and experience levels necessary to implement, maintain, and evaluate the virtualization infrastructure. I understand that ITSSMA is intended for short-term projects. This temporary resource will terminate once this project has been fully implemented.

Approval of this Work Order amendment will: 1) Allow DHS staff to share critical data across different facilities throughout DHS, therefore allowing DHS to collaborate effectively across the entire County and treat individual patients regardless of the facility where they seek care; 2) Reduce costs associated with purchasing and maintaining hardware and software associated with redundant solutions that currently exist at each facility; and 3) Improve high availability and redundancy of server/desktop virtualization solutions by utilizing a DHS wide enterprise infrastructure.

FINANCIAL IMPACT

This is a Time and Materials Work Order. The proposed amendment increases the Total Maximum Amount of the Work Order by \$225,504 from \$476,064 to \$701,568. The funds are currently in the Fiscal Year 2012-2013 DHS IT Final Budget and will be requested in future fiscal years' budgets.

CLOSING

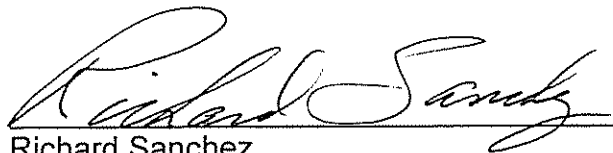
Consistent with ITSSMA policies and procedures, we are informing the Board of our intention to proceed with this Work Order. This will be the final amendment to this Work Order and DHS will not request any additional extensions or increases to the dollar amount. If no objection is received from the Board within ten (10) business days upon receipt of this Board notification, we will instruct ISD to proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:



Richard Sanchez
Chief Information Officer

11-19-12
Date